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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the catering occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Nine duties are broken down into a number of tasks and for each task a table is presented showing: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; science; math--number systems; and communications. The duties include: managing a business; booking the buffet; purchasing and ordering, preparing food and beverage, transporting, and serving a buffet; setting up room; cleaning up after catered affair; and cleaning and storing equipment, table setting, and special items. (BP)

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Occupational Analysis
CE 004 426

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CATERER

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Instructional Materials Laboratory
Trade and Industrial Education
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JUN 1 1 1975

AN ANALYSIS OF THE CATERING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of condulting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis inlcuded a statement of the various tasks performed in each occupation. For each task the follcwing items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

In describing catering in the following pages, the writers selected a few of the important ...ies. They are (1) managing a business, (2) booking a buffet, (3) purchasing, (4) preparing food and beverage, (5) transporting a buffet, (6) setting up room for buf... or buffet at catering site, (7) serving a buffet (partial service), (8) cleaning and storin... quipment and supplies after the buffet. In a student can be taught to do these jo... well, he or she will be confident and qualified to perform successfully in the field.

The following analysis is offered as a guide line to assist the instructor in catering. With these guidelines to follow, and with each instructor's unique input, the student of catering will be assured of excellent instruction in this special vocational field.

ACKNOWLEDGMENT

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JOB DESCRIPTION

The caterer's basic purpose is to supply what is needed for the planning and execution of functions of a given date, location and time, where food and beverage are of prime importance. The caterer also prepares the foods that are brought to the location or are at the location at all times, keeping in mind the customer's wants and needs.

8A

Duty A Managing A Business

1 Book the buffet
2 Write the contract
3 Collect and control monies
4 Determine set-up and procedure of buffet room
5 Assign tasks to other personnel
6 Requisition for equipment
7 Confirm supplies and personnel for buffet
8 Set-up serving units
9 Arrange room setting table and table decorations
10 Show slides, pictures or actual samples of food to be served at buffet
11 Hire personnel
12 Train personnel and schedule staff
13 Dismiss personnel
14 Schedule food preparation
15 Schedule dining room facility
16 Coordinate kitchen and dining room activities
17 Determine proper routing of kitchen and dining room operations (traffic flow)—stations
18 Purchase food and supplies
19 Check preparation, presentation of food
20 Solve emergencies
21 Make up systems and charts
22 Supervise maintenance
23 Know and take inventory

(TASK STATEMENT) BOOK THE BUFFET

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Phone
Yearly event calendar
Daily reminder book
Cost list of menu items
Menus
List of available employees
Personnel phone directory
Copies of local health, welfare and safety regulations
Contracts
Estimate
Copies of previous transactions
Cash on hand
List of types of catering affairs

PERFORMANCE KNOWLEDGE

Gather details from customer
Get special instructions from customer
Schedule available date
Calculate specific costs
Inform customer
Confirm with contract
Check customer credit
Establish payment procedure
Plan personnel needs
Plan material needs
Order food items
Confirm internal arrangements

SAFETY – HAZARD

Physical make-up of banquet room for:
- Exit
- Stairways–ramps
- Refrigeration
- Air conditioning–heating
- Stage–steps safe!

Parking
Lighting
Loading/Unloading facilities
Emergency lighting

DECISIONS	CUES	ERRORS
Decide appropriate payment procedure for customer	Customer credit, past business, company policy, customer requirements, financial needs	Poorly planned buffet Poor service Customer dissatisfaction Costly Waste
Determine personnel needs	Size of buffet, number of people attending, menu type, adequacy of personnel	
Determine material needs	Size of buffet, number of people attending, menu type, customer instructions, availability of materials, cost considerations	

SCIENCE

Maintain and encourage cooperativeness, clarity of communication, and quick assessment of situations

MATH – NUMBER SYSTEMS

Addition, subtraction, multiplication and division with whole numbers
Rounding off decimals and whole numbers
Finding a percent of a number and what percent one number is of another
Measures of length
[Table length, serving area, placement of chairs and tables]
Liquid and dry measures
Measures of temperature
Determination of area, perimeter and diagonals of quadrilaterals (4 sided figures)
[Determination of area of room–room size]
Measure with the Metric and English system and convert between them
Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc)
[Dates and time]
Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal
[Monetary system]
Basic bookkeeping skills

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Persuasion
Vocabulary
Denotation/Connotation
Personal appearance
Telephone courtesy
Study of detail and inference
Recommendation report
Logic
Emotional appeal
Technical jargon

(TASK STATEMENT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Cost list of menu items Menus List of types of catering affairs	Obtain information from customer and internally Calculate costs Draw up contract Have contract signed Arrange payment procedure Obtain approval (if necessary)	

DECISIONS	CUES	ERRORS
Determine cost Determine if approval is necessary	Customer instructions Menu type Personnel needs Material needs Customer credit Past business Company policy	Non-binding agreement Waste Dissatisfied customer

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division with whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]	Poise Vocabulary Enunciation Persuasion Technical jargon

(TASK STATEMENT) COLLECT AND CONTROL MONIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Cash register Cash box or strong box Safe Receipt book Standard office supplies Deposit book	Receive money Issue receipt to customer Complete deposit slip Deposit money in appropriate place Mark deposit appropriately Compute gratuity Compute tax	Be careful not to close safe on fingers

DECISIONS	CUES	ERRORS
Determine appropriate place for deposit	Company policy Safety requirements Time of day Amount of deposit	Waste Lost money Misfigure gratuity Misfigure tax
Determine appropriate identification for deposit	Company policy Customer requirements Time of day	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, and organization	Addition, subtraction, multiplication and division with whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system] Basic bookkeeping skills Addition, subtraction, multiplication and division of decimal fractions [Decimals]	Poise Appropriate diction Enunciation Personal appearance Technical jargon

(TASK STATEMENT) DETERMINE SET–UP AND PROCEDURE OF BUFFET ROOM

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment List of available employees Personnel phone directory Contracts Copies of previous transactions Tables, chairs	Gather customer instructions Determine material needs Plan room lay-out Set up room	Lifting–moving procedure Electrical outlets

DECISIONS	CUES	ERRORS
Determine material needs	Customer instruction Availability of materials Standard procedure Size of buffet Number of people attending Type of menu	Poor planning Confusion Poor service
Determine room arrangement	Customer instructions Size of buffet Number of people Traffic flow Ease of service Special requirements Standard procedure	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization	Addition, subtraction, multiplication, division with whole numbers Measures of length [Drawing of room set-up]	Vocabulary Denotation/Connotation Technical jargon

(TASK STATEMENT) ASSIGN TASKS TO OTHER PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Phone Yearly event calendar Daily reminder book Menus List of available employees Contracts Copies of previous transactions List of types of catering affairs Drawing of set-up for buffet room Scheduling of employees	Determine personnel needs Make assignments Confirm	

DECISIONS	CUES	ERRORS
Determine personnel needs Determine personnel assignments	Size of buffet Number of people attending Menu type Adequacy of personnel Special customer instructions Availability of personnel Specific duties of personnel Individual capacities of personnel	Inadequate personnel Poor service Confusion Dissatisfied customer Personnel shortage Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Exhibit qualities of self-confidence, self-control, self-reliance, and self-respect	Addition, subtraction, multiplication and division with whole numbers Read and interpret charts, tables and/or graphs [Charts]	Poise Appropriate diction Enunciation Vocabulary Technical jargon

(TASK STATEMENT) REQUISITION FOR EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Requisition forms Clipboard or spindles	Choose correct requisition form Complete form Direct form to appropriate channel Confirm signatures	

DECISIONS	CUES	ERRORS
Select proper form	Company policy Standard procedure Type of requisition	Failure to receive requisitioned goods
Determine appropriate channel	Company policy Type of requisition Standard procedure Time requirements	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Concentration, Mental alertness, mental clarity and organization	Addition, subtraction, multiplication and division with whole numbers	Poise Appropriate diction Vocabulary Technical jargon

(TASK STATEMENT) CONFIRM SUPPLIES AND PERSONNEL FOR DAILY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Phone Menu List of available employees Personnel phone directory Schedule of employees Records of supplies being received Inventory of supplies on hand Inventory of uniforms available Available transportation	Determine supply needs Determine personnel needs Order supplies Assign personnel duties Confirm	

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Requirements not met Poor service Last minute emergencies

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to generate integrity [Capacity to listen openly and attentively (without bias) in the communication process] Maintain capacity to foster cooperation [Capacity to engender clear statement of rationale]	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction of whole numbers [Adding] Multiplication and division with whole numbers [Multiplication] Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc) [Time and dates (employee schedule)]	Poise Persuasion Vocabulary Telephone courtesy Technical jargon

(TASK STATEMENT) SET–UP SERVING UNITS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Portable electric hot food table Portable cold food units Tables Linens Serving utensils Special dishes Coffee urn Water–hot, cold Food	Determine serving units needed Locate serving units in floor plan Set up specific units Stock units	Electric outlets–safe Cords on equipment, off and on switch Hot water Lifting–moving equipment In unloading serving utensils Hot food on hot table

DECISIONS	CUES	ERRORS
Determine necessary serving units	Type of menu Number of people attending Availability of equipment Floor plan Cost considerations Efficiency considerations	Inefficient plan Poor service Personnel time waste Crowded conditions

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to generate integrity [Capacity to listen openly and attentively (without bias) in this communication process] Maintain capacity to foster cooperation [Capacity to engender clear statement of rationale]	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Multiplication and division with whole numbers [Multiplication] Addition and subtraction of whole numbers [Adding]	Poise Appropriate diction Vocabulary Technical jargon

(TASK STATEMENT) ARRANGE ROOM SETTING TABLE AND TABLE DECORATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Menu List of available employees Decorations–floral, edible, electric ice Linens Table setting	Follow floor plan Set up equipment Choose decorations Position decorations	Lifting and moving table and chairs Strains Flowers and greens Cuts or pricks Electrical shock

DECISIONS	CUES	ERRORS
Choose decorations Select position of decoration	Customer instructions Occasion Season Cost Availability Type of decorations Number of decorations	Aesthetically unpleasant Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Grant conscious attention to smoothly flowing team work	Read and interpret charts, tables and/or graphs [Drawing]	Vocabulary Technical jargon Logic

(TASK STATEMENT) SHOW SLIDES, PICTURES OR ACTUAL SAMPLE OF FOOD TO BE SERVED AT BUFFET

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Slides, pictures or sample of actual food to be served Projector or viewer, screen Table, chairs Standard office supplies	Operate projector and viewer Present food in proper manner Picture food and table arrangement Sell the buffet to patron	Electric shock

DECISIONS	CUES	ERRORS
Select appropriate presentation	Customer requests Sales technique Time availability	No sale Wasted time

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Maintain capacity to foster confidentiality Communicate pride in establishment		Poise Appropriate diction Enunciation Vocabulary Personal appearance Recommendation report Technical jargon

(TASK STATEMENT) HIRE PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Applications	Determine job duties Determine personnel requirements Secure applicants Interview applicants Make decision to hire Inform applicant Arrange training program	

DECISIONS	CUES	ERRORS
Determine job duties	Standard procedure, requirements of company	Poor personnel, inefficiency
Determine personnel requirements	Company policy, job duties, skill requisites, salary	
Decide to hire	Interview, applicant attitude, company need, applicant record	
Determine training program	Applicant need, job duty needs, time availability	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Hiring Exhibit capacity to ascertain personal qualities (flexibility, learning capacity) Exhibit capacity to foster trust Exhibit capacity to accurately reflect paint environment and job expectations		Poise Appropriate diction Enunciation Personal appearance Courtesy Study of details and inference Technical jargon Listening

(TASK STATEMENT) TRAIN PERSONNEL AND SCHEDULE STAFF

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Manuals Room Tables Chairs Table set-up Kitchen Uniforms	Establish training method Determine areas of instruction Schedule training sessions Provide instructor and materials Demonstrate and explain areas Answer questions Provide on-job supervision Schedule staff Handle absenteeism and tardiness Supervise staff relations	Carrying trays Stairs Kitchen–floors, equipment Steam tables

DECISIONS	CUES	ERRORS
Determine areas of instruction	Type of job Company policy Industry standards Safety procedures	Poor service Confusion Unhealthy conditions Waste
Determine appropriate teaching method	Company policy Type of job Available time	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Maintain capacity to foster trust, cooperation, generate integrity, confidentiality, and cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, persoanl or situational variables	Addition, subtraction, multiplication and division of whole numbers Locate by approximation rational numbers and integers on the number line (sequential ordering) Addition, subtraction, multiplication and division of decimal fractions Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another Measures of length Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc) [Time/schedule staff] Measures of weight [Pound, ounces] Liquid and dry measures [5th quart, ½ gallon] Determination of area, perimeter and diagonals of quadrilaterals [Area] Ratio and proportion Read and interpret charts, tables and/or graphs Measure with the Metric and English system and convert between them	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Telephone courtesy Study of details and inference Recommendation report Technical jargon

(TASK STATEMENT) DISMISS PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Performance check form Union contract	Inspect evidence for dismissal Determine if dismissal is necessary Inform personnel of decision Collect uniforms Complete personnel files Issue complete pay check	

DECISIONS	CUES	ERRORS
Determine if dismissal is necessary	Evidence Company policy Union procedures (if applicable) Personal judgment	Unfair dismissal Union grievances

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to generate integrity [Capacity to listen openly and attentively (without bias) in this communication process] Maintain capacity to foster cooperation [Capacity to engender clear statement of rationale]	Addition and subtraction of whole numbers Multiplication and division with whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]	Poise Appropriate diction Enunciation Vocabulary Courtesy Logic Personal appearance

(TASK STATEMENT) SCHEDULE DINING ROOM FACILITY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Yearly event calendar Daily reminder book Menu	Employ the yearly event calendar Apply knowledge of usage of room	Electric Exit Stairs and/or ramps

DECISIONS	CUES	ERRORS
Implied	Application of bookkeeping procedure	Confusion Waste

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc) [Time and dates (scheduling)] Measures of length [Room size] Ratio and proportion [Space usage]	Logic Vocabulary Personal appearance

(TASK STATEMENT) SCHEDULE FOOD PREPARATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Menu Availability of food Personnel available Time Amount of food needed	Construct menu Schedule personnel Assure proper quantities of food items in stock Prepare food as recipe directs	Kitchen Steam, electric,wet floor–food on floor Equipment Food poisoning Minimal nutritional value

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Poor quality food Unhealthy preparatory conditions Waste

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Effect of heating and cooling on state of matter (change of matter from one form to another) [Denaturization of proteins and carbohydrates under excessive heat] Measures of temperature [Destruction of harmful bacteria and/or parasites typical of foods]	Addition and subtraction Multiplication and division [Decimal fractions] Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc) [Time (scheduling)] Measures of weight, liquid and dry measures [Figure food quantities] Ratio and proportion Read and interpret charts, tables and/or graphs Measure with Metric and English system and convert between them [Metric system]	Poise Appropriate diction Enunciation Vocabulary Courtesy Logic Technical jargon

(TASK STATEMENT) COORDINATE KITCHEN AND DINING ROOM ACTIVITIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Schedules of employees
Yearly event calendar
Daily reminder book
Telephone
Menu

PERFORMANCE KNOWLEDGE

Construct schedule of duties and functions to be performed
Assign to employees
Consider menu and customer events during this planning process

SAFETY – HAZARD

Kitchen
- Food on floor–water
- Transporting food
- Doors

Portable carts
- Burns
- Electric

DECISIONS	CUES	ERRORS
Determine assignment of duties	Employee skills Time usage Customer requirements Skill requirements	Inefficiency Poor quality Costly

SCIENCE

Supervision
- Grant conscious attention to smoothly flowing team work

MATH – NUMBER SYSTEMS

Addition, subtraction, multiplication and division with decimal fractions
Measures of length
- [Kitchen to dining room]

Measure of time and speed (Example: time--seconds, minutes, etc.; speed–feet per minute, R.P.M., etc)
- [Time (scheduling)]

COMMUNICATIONS

Poise
Appropriate diction
Enunciation
Vocabulary
Denotation/Connotation
Logic
Technical jargon

(TASK STATEMENT) DETERMINE PROPER ROUTING OF KITCHEN AND DINING ROOM OPERATIONS (TRAFFIC FLOW)–STATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Menu Number of persons Drawing of table arrangement Entrance–exits Employees	Examine room layout Determine electrical outlets, windows, exits Prepare table arrangement Locate service stations Station employees	Bumping into one another Spilling Burns Falls Doors

DECISIONS	CUES	ERRORS
Determine appropriate table arrangement	Number of customers to be served Customer requirements and instructions Room layout	Inefficiency Poor quality service Crowding
Determine service station locations	Room layout Customer requirements Table arrangements Electrical outlets Efficiency Menu requirements	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal metal performance Observation, concentration, mental alertness, mental clarity and organization	Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc) [Time (scheduling)] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction with whole numbers	Poise Appropriate diction Enunciation Vocabulary Logic Technical jargon

(TASK STATEMENT) PURCHASE FOOD AND SUPPLIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Menu
Copy of previous transaction
Name of suppliers, phone numbers

PERFORMANCE KNOWLEDGE

Determine order quantities for food items
Determine minimum re-order levels
Investigate various suppliers
Determine best price and delivery
Schedule order/delivery dates
Appoint purchasing agent
Arrange proper bill payment procedure
Arrange storage facilities

SAFETY – HAZARD

Lifting, shoving
Carting
Storing properly
Supplies fall down

DECISIONS	CUES	ERRORS
Determine order quantities for food items	Future needs Menu Supplier delivery service (lead time) Quantity discounts offered thru supplier Budget	Waste Costly Possible shortage
Determine minimum re-order levels	Future needs Storage capacity Perishability	

SCIENCE

Conscious awareness of qualities basic to optimal mental performance
Concentration, mental alertness, mental clarity and organization

MATH – NUMBER SYSTEMS

Addition, subtraction, multiplication and division of decimal fractions
Measures of weight; Liquid and dry measures
[Food quantities]
Measure with Metric and English system and convert between them
Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc)
[Time (date and time of deliveries)]
Measures of temperature
[Food storage]
Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]

COMMUNICATIONS

Telephone courtesy
Poise
Appropriate diction
Enunciation
Vocabulary
Technical jargon

(TASK STATEMENT) CHECK PREPARATION PRESENTATION OF FOOD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Menu Contract	Taste for ingredients of food Check cooking temperature Check holding temperature—cold or hot Taste for consistency of food Observe plate appearance and arrangement Inspect arrangement of food on table Sample food for correct preparation	Burning mouth Burns from equipment and utensils Spilling Food poisoning Minimal nutritional value

DECISIONS	CUES	ERRORS
Determine implied procedure		Poor quality food Displeasing to eye

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Couscious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization Effects of heating and cooling on state of matter (change of matter from one form to another) [Denaturization of proteins and carbohydrates by extreme heating] Measures of temperature [Destruction of harmful bacteria and/or parasites typical of foods]	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction of whole numbers Measures of temperature Ratio and proportion Read and interpret charts, tables and/or graphs [Charts] Measure with the Metric and English system and convert between them [Metric system]	Poise Appropriate diction Enunciation Vocabulary Technical jargon

(TASK STATEMENT) SOLVE EMERGENCIES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Flash light Fuse tester First aid kit Tool box	Use first aid, if necessary Maintain calmness Locate entrances and exits Procure emergency lighting Observe electrical outlets Perform small maintenance (splice cord)	Electric Cuts Use first aid properly Correct usage of tools Candles Fire Correct usage of fuses

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Poor care Possible danger to patient

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to cope with conflict behavior Maintain capacity to function efficienty when encountering fast changing, multiple, personal or situational varibles	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Enunciation Persuasion Vocabulary Study of details and inference Logic

(TASK STATEMENT) MAKE UP SYSTEMS AND CHARTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Charts Drawing paper Poster boards Menus Bills–food, supplies Binders	Secure supply count (inventory) Graph and chart this information Secure purchasing information (prices, lead times, order quantity) Inspect past sales information Determine forecasted needs Chart the information for purchasing and forecasting	

DECISIONS	CUES	ERRORS
Determine forecasted needs	Past sales Seasonal trend Future menus Management's decisions (future promotions, facility, additions, etc)	Poor supply control Waste Inefficiency

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, and organization	Counting, addition, subtraction, multiplication and division of decimal fractions Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another Development of graphs comparing two complimentary sets of figures figures Measures of length; Measures of weight; Liquid and dry measures [Recipes] Ratio and proportion [Sales to guests] Read and interpret charts, tables, and/or graphs Measure with the Metric and English system and convert between them [Metric system] Basic bookkeeping skills	Poise Study of details and inference Recommendation report Technical jargon

(TASK STATEMENT) SUPERVISE MAINTENANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Phone Blueprints Flash light Tool box	Read blueprints Detect noise in machinery Grease motors and pumps Check electrical cord and outlets Perform preventive maintenance (loose bolts and screws, fan belts) Remove from use damaged tables, chairs	Electrical Burns Cuts Falls

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Poor machinery performance Waste Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability, and clarity of self-expression	Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Blueprint reading] Addition, subtraction, multiplication and division of whole numbers Measures of length Ratio and proportion Measure of time and speed (Example: time—seconds, minutes, etc.; speed—feet per minute, R.P.M., etc) [Preventive maintenance] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Enunciation Vocabulary Telephone courtesy Logic Technical jargon Listening

(TASK STATEMENT) KNOW AND TAKE INVENTORY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Inventory pads Purchases of food. supplies	Count stock Cross reference stock suppliers–prices for each item Complete inventory cards Periodically up-date inventory system Make additions and deletions to system	Falls Cuts Strains Bruises

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Waste Costly Inaccurate information Over or under stocking

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Concious awareness of qualities basic to optimal mental performance Concentration, mental alertness, mental clarity and organization	Counting, addition, subtraction, multiplication and division of decimal fractions Rounding off decimals and whole numbers [Decimals, cents] Changing percents to fractions and fractions to percents; Finding a percent of a number and what percent one number is of another [Percentage] Measures of weight; Liquid and dry measures [Inventory amounts] Read and interpret charts, tables, and/or graphs [Charts] Measure with the Metric and English system and convert between them [Metric system] Comparison–prices Ratio and proportion Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]	Poise Appropriate diction Enunciation Vocabulary Technical jargon

Duty B Booking the Buffet

1. Contact person having party and discuss party
2. Show room available and set available date
3. Describe type of buffet and menu
4. Show slides and pictures or sample of foods to be served
5. Discuss menu and price—meeting customer's needs
6. Sell the buffet
7. Describe and discuss table decorations and room arrangements
8. Prepare estimates
9. Write contract
10. Describe extras and special arrangements

(TASK STATEMENT) CONTACT PERSON HAVING PARTY AND DISCUSS PARTY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Phone Event calendar Projector–slides Pictures–actual food to be served Previous parties Estimation Contract	Arrange meeting with customer Gather customer information and requirements Seek customer preferences (i.e., table arrangement, menu, etc) Inform customer of various options open to him/her Discuss price Discuss terms of payment Make suggestions to customer	Electric

DECISIONS	CUES	ERRORS
Determine and aid customer in various decisions connected with the event	Past buffets Occasions Price range Option availability Customer preferences	Poor service Costly Inadequate arrangements

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Grant appropriate regard for customer's unique needs Exhibit capacity to ascertain best service for the particular party type requested	Addition, subtraction, multiplication and division of whole numbers [Multiply–number of people time plate cost] Comparison–one party with another Estimation Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system]	Poise Appropriate diction Enunciation Persuasion Vocabulary Denotation/Connotation Personal appearance Telephone courtesy Study of detail and inference Recommendation report Logic Emotional appeal Usage Technical jargon

(TASK STATEMENT) SHOW ROOM AVAILABLE AND SET AVAILABLE DATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Event calendar	Determine customer needs Inform customer of options available to him/her Show available rooms Aid customer in this decision Inform of available dates Book room and date	

DECISIONS	CUES	ERRORS
Determine implied application of procedure Determine and aid customer in various decisions connected with the event	Past buffets Occasion Price range Option availability Customer preferences	Not meeting customer needs Inadequate arrangements

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Show and describe facilities with appropriate speed and clarity	Measure of time and speed (Example: time–seconds, minutes, etc.; speed–feet per minute, R.P.M., etc) [Hours–dates]	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Technical jargon

(TASK STATEMENT) DESCRIBE TYPE OF BUFFET AND MENU

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Previous buffet Pictures, slides, menus, screen, projector, viewer Menus of different buffets	Determine customer needs and preferences Determine customer budget Inform of various menus available Inform of various serving methods Aid customer in this decision Register customer selections	

DECISIONS	CUES	ERRORS
Determine implied application of procedure Determine and aid customer in various decisions connected with the event	Past buffets Occasion Price range Option availability Customer preferences	Poor service Inadequate arrangements Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Show and describe facilities with appropriate speed and clarity	Addition, subtraction, multiplication and division of whole numbers Measure with the Metric and English system and convert between them [Metric] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system—dollars, cents]	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Technical jargon

(TASK STATEMENT) SHOW SLIDES AND PICTURES OR SAMPLE OF FOODS TO BE SERVED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Projector or viewer Screen Pictures Slides Actual food sample if need be Extension cord	Operate projector Show and interpret slides and/or pictures Discuss, show and give sample of actual food (if available)	Electrical shock

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Disorganized presentation

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Show and describe facilities with appropriate speed and clarity	Addition, subtraction, multiplication and division of whole numbers	Poise appropriate diction Enunciation Persuasion Vocabulary Personal appearance Study of details and inference Technical jargon

(TASK STATEMENT) DISCUSS MENU AND PRICE–MEETING CUSTOMER'S NEEDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Previous buffet information Menus Estimates Buffet available	Arrange meeting with customer Gather customer information and requirements Seek customer preferences (i.e., table arrangement, menu, etc) Inform customer of various options open to him/her Discuss price Discuss terms of payment Make suggestions to customer	Electric

DECISIONS	CUES	ERRORS
Determine and aid customer in various decisions connected with the event	Past buffets Occasion Price range Option availability Customer preferences	Poor service Costly Inadequate arrangements

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Show and describe facilities with appropriate speed and clarity	Addition, subtraction, multiplication and division of whole numbers Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system–dollars, cents]	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Study of details and inference Technical jargon

(TASK STATEMENT) SELL THE BUFFET

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Projector Viewer Pictures Slides Acutal sample of food Menus Folder on previous buffets Sizes of buffet Types of buffet	Determine customer needs Inform customer of options available to him/her Show available rooms Aid customer in this decision Inform of available dates Book room and date	

DECISIONS	CUES	ERRORS
Determine implied application of procedure Determine and aid customer in various decisions connected with the event		Not meeting cusotmer needs Inadequate arrangements

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Communicate pride in establishment Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Addition, subtraction, multiplication and division of whole numbers	Poise Appropriate diction Enunciation Persuasion Vocabulary Personal appearance Recommendation report Technical jargon

(TASK STATEMENT) DESCRIBE AND DISCUSS TABLE DECCRATIONS AND ROOM ARRANGEMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Drawing of room–layout Folder on previous buffets Names of florists Pictures Slides Projector Screen	Determine customer needs and preferences Determine customer budget Inform of various menus available Inform of various serving methods Aid customer in this decision Register customer selections	Electricity Candles

DECISIONS	CUES	ERRORS
Determine implied application of procedure Determine and aid customer in various decisions connected with the event		Poor service Inadequate arrangements Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Show and describe facilities with appropriate speed and clarity	Addition, subtraction, multiplication and division of whole numbers Measures of length [Size of room, decorations] Measure with the Metric and English system and convert between them	Poise Appropriate diction Enunciation Persuasion Vocabulary Courtesy Recommendation report Logic Technical jargon

(TASK STATEMENT) PREPARE ESTIMATES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Charts, graphs and inventory Menus Current cost of foods Current cost of supplies Number of guests Folder on previous buffet Consult purveyor	Determine specific price per person for meal chosen by customer Determine number of guests Determine extra services specified by customer Determine room rental charge Calculate entire cost based on facts on specific price, number of guests, extra services, and room rental Prepare itemized list of prices to be presented to customer	

DECISIONS	CUES	ERRORS
Determine specific price per person for meal chosen by customer	Food items chosen Current prices Extra preparation Serving method	Inaccurate estimate Costly Poor service

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Professionalism Maintain capacity to foster trust, confidentiality, and cooperation	Addition, subtraction, multiplication and division of whole numbers Comparison–prices of menus Measures of weight; Liquid and dry measures [Estimate amount of food–weight, liquid, dry measures] Read and interpret charts, tables, and/or graphs [Inventory] Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system (cost)]	Appropriate diction Telephone courtesy Technical jargon

(TASK STATEMENT) WRITE CONTRACT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard office equipment Basic contract Menu	Write and prepare contract based on estimate Require customer signature Explain specific terms	

DECISIONS	CUES	ERRORS
Determine implied applications of procedure		Non-binding contract Illegality Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition and subtraction of whole numbers Measure of time Liquid and dry measures Measure with the Metric and English system and convert between them Given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Monetary system (cost)]	Poise Appropriate diction Study of details

(TASK STATEMENT) DESCRIBE EXTRAS AND SPECIAL ARRANGEMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Menu Graph, chart and/or inventory, Folder on previous buffet Projector–viewer Slides–pictures	Determine customer needs and preferences Inform customer of available options Make suggestions Show sample or picture of specific options Aid customer in his/her decision Confirm decision Include in contract	

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Loss of possible sale Poor service Too costly for customer

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant appropriate regard for customer's personal space (convenience and special interest)	Addition and subtraction of whole numbers Measure with the Metric and English system and convert between them [Metric]	Poise Appropriate diction Enunciation Persuasion Vocabulary Study of details Technical jargon

Duty C Purchasing and Ordering for Buffet

1 Determine amount of food and beverage for the number of persons to be served
2 Purchase food and beverage
3 Order paper goods (dollies, pants, toothpick or frills)
4 Order laundry
5 Requisition silver, china, glassware (plastic or styrofoam)
6 Requisition special service dishes
7 Order centerpieces and decorations
8 Order podium, microphone, speakers, flags

(TASK STATEMENT) DETERMINE AMOUNT OF FOOD AND BEVERAGE FOR THE NUMBER OF PERSONS TO BE SERVED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Standard office equipment Graphs, chart, inventory Current food and beverage price Menu List of purveyors Folder of previous buffets	Determine number of meals to be prepared Determine quantity of raw food to purchase Calculate waste Calculate amount of beverage per person Determine number of servings per bottle of beverage Determine amount of condiments etc., to be used by number of guests Order food, beverages and condiments	

DECISIONS	CUES	ERRORS
Determine quantity of raw food and beverages	Number of meals Serving portion size Age and sex of guests Waste Appearance of serving on plate Number of portions from specific large quantity items (i.e., number of servings from loaf of bread, roast of beef, pound of butter, etc)	Inadequate portions Excessive waste Costly

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental quietude, mental alertness, and organization	Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory] Liquid and dry measures Finding a percent of a number and what percent one number is of another	Telephone courtesy Logic Technical jargon

(TASK STATEMENT) PURCHASE FOOD AND BEVERAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Standard office equipment
Phone
List of purveyors
Menu
Contract
Folder of previous buffets
Current bills
Graphs, charts inventory

PERFORMANCE KNOWLEDGE

Utilize folder of previous buffets, contract and menu of buffet
Contact purveyors for price and order
Check current bills for price
Refer to charts, graphs and inventory what is on hand and to purchase
Place order

SAFETY - HAZARD

DECISIONS	CUES	ERRORS
Determine what amounts to purchase	Inventory listings Sales trend forecast Future events demanding extra quantities Budget allowance Ordering period Season Management's plans	Inadequate stocks Excess stock Waste Costly Spoilage

SCIENCE

Conscious awareness of qualities basic to optimal mental performance
Attention, observation, concentration, mental quietude, mental alertness, and organization

MATH - NUMBER SYSTEMS

Addition, subtraction, multiplication and division of whole numbers
Read and interpret charts, tables, and/or graphs [Inventory]
Liquid and dry measures; Measures of weight [Purchasing]

COMMUNICATIONS

Technical jargon
Telephone courtesy

(TASK STATEMENT) ORDER PAPER GOODS (DOLLIES, PANTS, TOOTHPICK OR FRILLS)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Phone List of purveyors Contract of buffet Folder of previous buffets Current bills Graphs, charts, inventory	Examine menu, contract to see how many different size patterns are to be used Check contract for number of persons Utilize graphs, charts and inventory for help Contact purveyors Place order	

DECISIONS	CUES	ERRORS
Determine what amounts to purchase	Inventory listings Sales trend forecast Future events demanding extra quantities Budget allowance Ordering period Season Management's plans	Inadequate stocks Excess stock Waste Costly Spoilage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory] Measure with Metric and English systems and convert between them [Metric] Comparison [Size of platters]	Technical jargon Telephone courtesy

(TASK STATEMENT) ORDER LAUNDRY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Standard office equipment Phone List of purveyors Menu Contract Folder of previous buffets Current bills Graphs, charts, inventory	Check laundry on hand Examine contract for table arrangements Refer to folder on previous buffet Order laundry needed Utilize folder of previous buffets, contract and menu of buffet Contact purveyors for price and order Check current bills for price Refer to charts, graphs and inventory what is on hand and to purchase	

DECISIONS	CUES	ERRORS
Determine what amounts to purchase		

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division of whole numbers Comparison Measure with the Metric and English system and convert between them [Metric]	Read contract Technical jargon

(TASK STATEMENT) REQUISITION SILVER, CHINA, GLASSWARE (PLASTIC OR STYROFOAM)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Phone Folder of previous buffets Contract Menu Requisition forms	Examine contract for type of buffet, special arrangements—number of persons Check menu for special dishes, calling for special, silver or china Compile list Check list against items in stock Special order those items not owned Requistion items needed	

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Number of guests Type of service (buffet or sit-down etc) Special dish requirements	Poor service Aesthetically displeasing Shortage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division of whole numbers Locate by approximation rational numbers an integers on the number line (sequential ordering) [Counting]	Write out requisition form Read contract and menu Technical jargon Telephone courtesy

(TASK STATEMENT) REQUISITION SPECIAL SERVICE DISHES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Requisition forms Phone Folder of previous buffets Menu Contract	Examine contract for type of buffet, special arrangements–number of persons Check menu for special dishes, calling for special, silver or china Compile list Check list against items in stock Special order those items not owned Requisition items needed	Proper preparation Food poisoning

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Number of guests Type of service (buffet or sit-down, etc) Special dish requirements	Poor service Aesthetically displeasing Shortage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Microorganisms (pathological) and typical of food preparation	Addition, subtraction, multiplication and division of whole numbers Locate by approximation rational munbers and integers on the number line (sequential ordering) [Counting] Liquid and dry measurements Measures of weight [Ordering]	Read contract, folder, menu Technical jargon

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(TASK STATEMENT) ORDER CENTERPIECES AND DECORATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Phone Contract Folder of previous buffets Names of purveyors Inventory, charts, graphs	Examine contract for special arrangements Utilize folder of previous buffets Exploit inventory, charts, graphs for what is on hand Consult customer preferences Consider event and season Order from supplier	

DECISIONS	CUES	ERRORS
Determine what decorations should be ordered	Customer preferences Event type Season Budget allocation Availability Color scheme Table arrangement Room layout	Aesthetically displeasing Costly Inappropriate

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Exhibit awareness of customer's cultural tradition relating to: Social class, ethnic background, age group, marital status	Addition and subtraction of whole numbers Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs [Inventory]	Read contract and folder Technical jargon Telephone courtesy

(TASK STATEMENT) ORDER PODIUM, MICROPHONE, SPEAKERS, FLAGS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
S andard office supplies Contract Phone Folder of previous buffets Inventory, chart, graphs Requisition forms	Examine the contract for special items Check previous buffets Utilize inventory, charts, graphs Fill correct requisition form; three copies	

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Inadequate system

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Read and interpret charts, tables, and/or graphs [Inventory] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction with whole numbers [Addition]	Write out requisition form Read contract Technical jargon

Duty D Preparing Food and Beverage for Buffet

1 Prepare for special dishes and special events
2 Prepare canapés and hors d'oeuvres
3 Prepare sea food
4 Prepare meats
5 Prepare chicken
6 Prepare meat, cheese, and meat and cheese trays
7 Prepare vegetables
8 Prepare salads
9 Prepare molds
10 Arrange desserts for buffet table
11 Make coffee, hot tea and ice tea

(TASK STATEMENT) PREPARE FOR SPECIAL DISHES AND SPECIAL EVENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Book on religious groups Folder on previous buffets Contract Graphs, charts, inventory Phone	Consult with religious leaders on religious convictions Examine the contract for specifications Compare with previous buffets for special events Order foods and beverages which are needed	

DECISIONS	CUES	ERRORS
Determine what recipes to use	Customer preference and instruction Religious convictions Contract Chef's preference Available ingredients Time and cost consideration	Poor preparation Waste, spoilage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition, subtraction, multiplication and division with whole numbers Measures of weight Liquid and dry measures Read and interpret charts, tables and/or graphs [Graphs–pertains to food preparations, charts–pertains to food preparation] Measure with the Metric and English system and convert between them	Appropriate diction Technical jargon

(TASK STATEMENT) PREPARE CANAPÉS AND HORS D'OEUVRES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Table—toaster, frying pan
Cutting board
Knives (french, paring, utility)
Spreaders
Bread—butter, different types of butter
Extras—pickles, olives, radishes, mayonnaise, mustards, seasonings,etc
Contract
Folder on previous leaflets
Inventory, charts, graphs
Trays—silver, plastic

PERFORMANCE KNOWLEDGE

Examine contract for details
Refer to previous buffets
Set up work table
Prepare food stuffs
Arrange food on trays

SAFETY – HAZARD

Knives
Electric
Slipping
Wet, greasy, slippery food on floor
Lifting

Food poisoning

DECISIONS	CUES	ERRORS
Determine method for serving Determine method of garnishing	Aesthetics Season Type of events Religious conviction	Aesthetically displeasing

SCIENCE

Salmonella
Staphylococcus aureus
Yeasts
Molds
Fungi
Causes food poisoning
Trechonosis—in pork
Chemicals—Lead poisoning from seed grain fed to animals

MATH – NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs
[Diagrams or patterns—shapes and sizes of canapés and hors d'oeuvres]
Liquid and dry measures
[Dozens, ounces, lbs.]

COMMUNICATIONS

Vocabulary
Personal appearance
Technical jargon

(TASK STATEMENT) PREPARE SEA FOOD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Heavy and light kitchen equipment Knives–french, filleting, oyster and clam Cutting boards Seasoning Chaud–friod sauce, white Contract Folder of previous buffet Charts, graphs, inventory	Prepare fresh fish for cooking Select methods of cooking Open canned fish and remove bones Chop or break up fish by hand	Electric equipment Burns–range, oils and fats Lifting Tin cans, Knives Cuts Slips and falls Wet floor, food on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine methods of preparation Determine methods of serving	Customer preference Recipe instruction Food temperature Aesthetics	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Salmonella Staphylococcus aureus Yeasts Molds Fungi Causes food poisoning Chemicals–Mercury poisoning in fish Temperature of food and oil Humidity Time	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting portions] Measures of weight [Weighing portions or ingredients] Liquid and dry measures Measuring ingredients Addition, subtraction, multiplication and division of whole numbers [Ounces, lbs.] Measure with the Metric and English system and convert between them [Metric] Read and interpret charts, tables, and/or graphs [Inventory]	Appropriate diction Personal appearance Technical jargon

(TASK STATEMENT) PREPARE MEATS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Heavy and light kitchen equipment Knives–french, boning, slicing Seasoning Contract Charts, graphs, inventory	Prepare meat for cooking by dry heat, moist heat, sautéing or frying Cut meat to desired pieces Season meat Cook meats	Knives Cuts Slips and falls Lifting Burns

DECISIONS	CUES	ERRORS
Determine methods of cooking Determine methods of serving	Recipe instruction Type of occasion	Waste, spoilage, distasteful

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Temperature Food spoilage Food poisoning Trichonosis in pork	Addition, subtraction, multiplication and division of whole numbers Read and interpret charts, tables, and/or graphs [Inventory–foods on hand] Measures of weight [Weight of meats] Measures of temperature Measures of length [Thickness of luncheon meat]	Appropriate diction Personal appearance Technical jargon

(TASK STATEMENT) PREPARE CHICKEN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Steam kettle Knives Seasoning Oil Breading Contract Charts, graphs, inventory	Cut chicken in halves Dissect chicken Skin chicken Butterfly chicken breast Blend wash Season flour and breading	Knives Cuts Oil, steam Burns Lifting Food poisoning

DECISIONS	CUES	ERRORS
Determine type of seasoning	Recipe instructions	Improper preparation for recipe

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Heterotrophs Salmonella Staphylococcus aureus Yeast Molds Fungi Food poisoning Time Light Humidity	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Measures of weight [Weighing] Measure with the Metric and English system and convert between them [Metric]	Technical jargon Personal appearance

(TASK STATEMENT) PREPARE MEAT, CHEESE, AND MEAT AND CHEESE TRAYS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen supplies Trays Paper goods-doilies Lettuce Extras—radishes, olives, pickles, etc. Contract Graphs, charts, inventory	Slice luncheon meats on slicing machine or by hand Make horns and stuff Slice roast meat Roll sliced meat, stuff meat Slice cheese Cut into cubes, squares, julienne	Knives—meat slicer Cuts Slipping Food and water on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine stuffing for meat	Type of meat and occasion	Poor taste and eye appeal

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Heterotrophs—organisms that grow on meat and cheese Conditions for growth Canned food and botulism Aerobic bacteria Yeasts Molds Fungus Food poisoning Time Light Humidity	Measures of weight Geometric constructions [Cube, square] Read and interpret charts, tables, and/or graphs [Food] [Inventory—food] Measures of length [Thickness of meats, cheese]	Technical jargon Personal appearance

(TASK STATEMENT) PREPARE VEGETABLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Knives-peeler Bowls Seasonings Contract Graphs, charts, inventory	Clean vegetables to be used—defrost vegetables to be used Cut vegetables—slice, julienne, dice, shred Steam, par-boil, fry, boil, broil, bake vegetables	Knives Cuts Steam, oil, hot water Burns Slipping Water or food on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine cooking time and seasonings	Recipes instructions	Over-cooked vegetables

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Soil bacteria Streptococcus food poisoning	Measure of weight Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting—packages, dozens] Read and interpret tables, charts, and/or graphs [Inventory] Measures of length [Thickness of slices] Measures of temperature	Technical jargon Personal appearance

(TASK STATEMENT) PREPARE SALADS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Knives Salad bowls Dressings Serving spoons and forks	Clean vegetables Cut vegetables and/or cook vegetables—dice, slice, julienne, cube, shred Mix vegetables Garnish salad	Electric equipment Knives Cuts Steam Burns Falling, slipping Grease, water, and food on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine what recipe to use	Customer's and chef's preference/instructions Available ingredients Time and cost considerations Hot or cold dish	Poor preparation Waste Spoilage Aesthetically displeasing
Determine method of garnishing	Aesthetics Recipes	
Determine time to start and finish	Recipe's instructions Amount to be prepared	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Soil bacteria Streptococcus food poisoning	Measures of weight Liquid and dry measures Measure with the Metric and English system and convert between them Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition, subtraction, multiplication and division of whole numbers Measures of temperature	Technical jargon Personal appearance

(TASK STATEMENT) PREPARE MOLDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Different shape and size molds Individual molds Contract Charts, graphs, inventory	Clean molds Choose different size molds Prepare molds for use Prepare contents for molds Fill molds Remove contents of mold	Boiling water Burning Knives Cuts Slipping and falling Water and food on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine recipe to use Determine method of garnishing	Customer and chef's preference Contract/available ingredients Time and cost considerations Aesthetics Recipe Type of event	Poor preparation Waste Spoilage Aesthetically displeasing

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Temperature--boiling, luke-warm Bacteria Yeasts Molds	Measures of weight Liquid and dry measures Addition, subtraction, multiplication and division of whole numbers [Multiplication and addition] Measure with the Metric and English system and convert between them Read and interpret charts, tables, and/or graphs [Inventory] Geometric constructions [Concept of shape and size (molds)]	Personal appearance Technical jargon

(TASK STATEMENT) ARRANGE DESSERTS FOR BUFFET TABLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Trays—silver, serving spoons Contract Charts, graphs, inventory	Decorate trays, dishes, bowls Cut pies and cakes Cut french pastry Arrange desserts on tray	Knives Cuts Slips, falls Spillage on floor Food poisoning

DECISIONS	CUES	ERRORS
Determine arrangement	Type of dessert Color, size, aesthetics Amount of space available	Waste Spoilage Inefficient service Aesthetically displeasing

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Staphylococcus aureus Salmonella—eggs Yeasts Molds Fungi Food poisoning	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Multiplication and division of whole numbers [Pies time serving per pie; cakes times serving per cake] Read and interpret charts, tables, and/or graphs [Inventory]	Personal appearance Technical jargon

(TASK STATEMENT) MAKE COFFEE, HOT TEA AND ICE TEA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Standard kitchen equipment Coffee urns Urn cleaner Urn brushes Coffee and tea dispensers Tea pots	Measure ingredients Add ingredients to coffee maker Perculate Remove coffee grounds Warm and fill coffee dispenser	Hot water, urns Burns

DECISIONS	CUES	ERRORS
Determine amount	Number to be served Contract	Waste Too little
Determine type of sweetener	Contract Customer preference	
Determine type of garnish	Season Customer preference	Customer dissatisfaction

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Addition and subtraction of whole numbers [Addition] Multiplication and division with whole numbers [Multiplication—cups needed] Liquid and dry measures [Water, etc, coffee] Ratio and proportion [Coffee to water] Measures of temperature	Personal appearance Technical jargon

Duty E Transporting the Buffet

1 Use a van
2 Load tables and chairs
3 Load china, silver, salt and pepper, extra serving trays, glasses and ash trays
4 Load food and beverage
5 Load serving equipment, utensils, novelties and extras
6 Load linen or paper

(TASK STATEMENT) USE A VAN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Mobile unit Movable carts Ropes or straps Mats for packing Blocks Ramps Contract Charts, graphs, inventory	Employ a mobile unit to transport food off premise and to back door–side door, Equip van with shelves, cupboard or storing units; Provide with eyes–in side and ceiling, Arrange with ropes or straps, Prepare interior and equipment, Outfit with light weight carrying equipment, Provide heavy mats used for packing Provide dividers in van for tables and chairs, etc., Loading ramp, Check oil, tires, gas; Balance load in truck, Fasten everything in and down, Close all doors–lock if necessary	Lifting Cuts, bruises

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Hazardous Spillage Waste Costly Inefficient

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance: Body rhythm, Breathing coordinated with body movement, Body balance and posture, Movement from tension to relaxation, and vise versa Couscious awareness of qualities basic to optimal mental performance Observation, alertness, concentration, clarity and organization	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Measures of weight, Liquid and dry measures [Volume] Read and interpret charts, tables, and/or graphs [Charts]	Poise Appropriate diction Personal appearance Technical jargon

(TASK STATEMENT) LOAD TABLES AND CHAIRS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Movable carts for chairs, tables Movable loading ramp Packing mats Packing chart Contract Graphs, charts, inventory	Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination	

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Specific items Require specific shipping care	Spoilage Waste Poor service Spillage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization	Addition and subtraction with whole numbers [Addition] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Personal appearance Logic Technical jargon

(TASK STATEMENT) LOAD CHINA, SILVER, SALT AND PEPPER, EXTRA SERVING TRAYS, GLASSES AND ASH TRAYS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Packed storage cases of: China Silver Salt and pepper Extra serving equipment Glasses Ash tray Contract Charts, graphs, inventory	Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps Close and lock truck doors, Proceed to destination	Dropping Fingers—mashed, cut Lifting Straining

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Specific items Require specific shipping care	Spoilage Waste Poor service Spillage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Liquid and dry measures [Size of carton] Measure of weight	Poise Appropriate diction Enunciation Logic Technical jargon

(TASK STATEMENT) LOAD FOOD AND BEVERAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office supplies
Chafing dishes
Extra equipment
Different size steam table pans and covers
Coffee urns
Tea dispensors
Insulated containers
Portable coal..s
Purtable ice bins
Contract
Charts, graphs, inventory
Mats

PERFORMANCE KNOWLEDGE

Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination

DECISIONS

Determine implied application of procedure

CUES

Specific items
Require specific shipping care

SAFETY – HAZARD

Lifting
Cuts, burns

ERRORS

Spoilage
Waste
Poor service
Spillage

SCIENCE

Conscious awareness of physical expressions basic to peak physical performance
Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa
Conscious awareness of qualities basic to optimal mental performance
Observation, mental alertness, concentration, mental clarity and organization
Food spoilage
Temperature

MATH – NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)
[Counting]
Read and interpret charts, tables, and/or graphs
[Inventory]

COMMUNICATIONS

Enunciation
Technical jargon

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(TASK STATEMENT) LOAD SERVING EQUIPMENT, UTENSILS, NOVELTIES AND EXTRAS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Mobile carts for china or cases Silver holder or cases Cases for extra equipment Carts and two wheel truck Mats Ramps Contract Graph, charts, inventory	Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination	

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Specific items Require specific shipping care	Spoilage Waste Poor service Spillage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization		Read contract Write out equipment list

(TASK STATEMENT) LOAD LINEN OR PAPER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Linen carts Check list Contract Graphs, charts, inventory Folder of previous buffet	Prepare truck for loading, Position loading ramps, Prepare food, Pack food in insulated carriers, Gather accessory items, Inspect these items for cleanliness and condition, Pack items in appropriate containers in appropriate manner for shipping, Load each in appointed truck space, Secure in place, Pack loading ramps, Close and lock truck doors, Proceed to destination	

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Specific items Require specific shipping care	Spoilage Waste Poor service Spillage

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization	Read and interpret charts, tables, and/or graphs Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Read contract and charts

Duty F Setting up Room or Buffet for Catering

1. Set up tables, chairs and arrange
2. Arrange place settings on tables
3. Arrange decorations on tables and in room
4. Set up buffet table
5. Locate and set-up service and bus stations
6. Set up podium and electrical areas
7. Clean room

(TASK STATEMENT) SET UP TABLES, CHAIRS AND ARRANGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Tables and carts Chairs and carts Table covers—linen or paper Contract Charts, graphs and inventory	Consult contract Refer to chart Set up folding tables Arrange in place Set up chairs Folding, stacking Arrange chairs Cover tables	Lifting

DECISIONS	CUES	ERRORS
Determine spacing, placement of chairs and tables	Set up tables, then chairs; Permit two feet between tables, Permit two feet between chair backs, Eight-foot table seats ten people, Type of chair governs number of people per table, Serving method, Customer preference, Room layout chart	Poor space usage Crowding Poor traffic flow Waste Inefficient

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Observation, mental alertness, concentration, mental clarity and organization	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs [Inventory]	Technical jargon

(TASK STATEMENT) ARRANGE PLACE SETTINGS ON TABLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard office supplies Table cloths--Linen or paper China, paper or styrofoam Salt, pepper Sugar Ashtray Contract Charts, graphs, inventory Tableware--silver or plastic Glassware--plastic or styrofoam	Refer to contract Line up table cloth Set plate one inch from edge of table Arrange silver one inch from edge of table Place water glass Other beverage glasses Space salt and pepper shaker Position ash trays	

DECISIONS	CUES	ERRORS
Determine implied application of procedure	Etiquette rules Cultural considerations Serving method Meal courses Customer preferences Industry standards	Aesthetically displeasing Crowded Wasted space Incorrect (ettiquette)

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant appropriate regard for customer's personal space (convenience and special interest) Grant conscious attention to smoothly flowing team work	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs [Inventory] Measures of length [One inch from edge of table--set plate, silver, etc]	Technical jargon Logic Appropriate diction

(TASK STATEMENT) ARRANGE DECORATIONS ON TABLES AND IN ROOM

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Decorations–floral–plants Contract Charts, graphs, inventory	Consult contract Place decorations according to plan Secure properly	

DECISIONS	CUES	ERRORS
Determine implied application of aesthetics	Customer instructions Aesthetics Safety Visibility (across table) Guest status (head table gets most decoration) Hall policy	Aesthetically displeasing Dignitary insult Hazardous Poor visibility

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Read and interpret charts, tables, and/or graphs [Inventory]	Technical jargon

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(TASK STATEMENT) SET UP BUFFET TABLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Table covers–linen or paper Skirts Chafing dishes Serving utensils Center pieces Overshirts, leaves, flowers, ribbons Special items Contract Charts, graphs	Refer to contract Locate table for type of buffet Consult chart Arrange and place centerpiece Place main food Place secondary food Erect sweet table	Lifting Burning

DECISIONS	CUES	ERRORS
Determine where to locate food dishes	Industry standards Customer preference Type of food Arrange from centerpiece outward Aesthetics Number of serving lines Efficiency Traffic flow	
Determine when to set buffet food	Customer instructions Industry standard–10-15 minutes before serving time, Type of event and food	

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations Maintain customers illusion of privacy by avoiding excessive noise or movement Grant appropriate regard for customer's personal space (convenience and special interest)	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Read and interpret charts, tables, and/or graphs	Technical jargon

(TASK STATEMENT) LOCATE AND SET–UP SERVICE AND BUS STATIONS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Tray stands Bus carts Tables for beverage Coffee urns Coffee and tea pitchers Coolers Ice bin Cloths Charts for locating tables	Refer to contract Consult charts Cover tables Locate service and bus stations Stock station	Lifting

DECISIONS	CUES	ERRORS
Determine where to locate stations	Room layout chart Table arrangement Hall policy Equipment requirements	Difficult access Hazardous Obstruction Efficiency lack

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Maintain customers illusion of privacy by avoiding excessive noise or movement Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Addition and subtraction with whole numbers [Addition] Read and interpret charts, tables, and/or graphs [Charts]	Technical jargon

(TASK STATEMENT) SET UP PODIUM AND ELECTRICAL AREAS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Podium Microphone–amplifyer Speakers Extension cords Contract Charts, graphs, inventory	Refer to contract Consult charts Locate outlets Place amplifyer–microphone–speakers Test equipment for clarity	Electricity

DECISIONS	CUES	ERRORS
Determine where to locate speakers	Equipment set-up directions Room layout Acoustical principles Traffic flow Available space	Poor clarity Ineffective system Waste

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Read and interpret charts, tables, and/or graphs [Inventory]	Technical jargon

(TASK STATEMENT) CLEAN ROOM

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Trash cans—boxes Brooms Mops and bucket Buckets Towels Soap—water Sweeper Contract Charts, graphs, inventory	Clear tables Wash all dishes Condense left-over food Check chart Wash and wipe tables and chairs Fold tables—chairs or stack Clean floor	Hot water

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Uncleanliness Poor image Health hazard

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Normal flora and contagious microorganisms present on serving materials after use	Read and interpret charts, tables, and/or graphs [Inventory] Liquid and dry measure [Condensed leftovers]	Technical jargon

Duty G Serving a Buffet (Partial Serve)

1 Assign personnel
2 Locate position of dinner plate
3 Place foods on plate
4 Serve beverages (coffee, tea, milk, etc) to guests when seated
5 Fill water glasses with ice and water
6 Refill salad dressing—water glasses, beverages and replace rolls and butter
7 Remove table service
8 Serve dessert

(TASK STATEMENT) ASSIGN PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Uniforms Contract Charts, graphs Schedule	Refer to contract Consult layout chart Select personnel Station personnel Instruct personnel	

DECISIONS	CUES	ERRORS
Determine selection of personnel	Personnel skills Duties to be performed Availability	Poor service Inadequate performance Short-handed

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Distrubute personnel with regard to leadership qualities and experiences for optimum team performance Grant conscious attention to smoothly flowing team work	Locate by approximation rational numbers and integers on the number line (sequential ordering) Read and interpret charts, tables, and/or graphs	Poise Appropriate diction Enunciation Logic Technical jargon

(TASK STATEMENT) LOCATE POSITION OF DINNER PLATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Portable (warmer)dish cart self level Contract Charts, graphs, inventory Folder of previous buffet	Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible	

DECISIONS	CUES	ERRORS
Determine appropriate serving style for food item	Type of item Location on plate or table Guest preference Industry standards Etiquette rules	Poor service Improper food handling

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Distribute personnel with regard to leadership qualities and experiences for optimum team performance	Read and interpret charts, tables, and/or graphs [Charts]	Technical jargon

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Knives Serving forks Serving spoons Tongs Plates Ladles Towels Contract Chart, graph Folder of previous buffets	Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible	Clean technique in handling of food with equipment Contamination of food

DECISIONS	CUES	ERRORS
Determine appropriate serving style for food	Type of item Location on plate or table Guest preference Industry standards Etiquette rules	Poor service Improper food handling

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Harmful microoganisms on/in food	Read and interpret charts, tables, and/or graphs [Charts] Fractions–Portioning, food serving	Poise Appropriate diction Enunciation Personal appearance Technical jargon

(TASK STATEMENT) SERVE BEVERAGES (COFFEE, TEA, MILK, ETC) TO GUESTS WHEN SEATED

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trays Pots–pitchers Tea pots Glasses Contract Chart	Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible	Slips Liquid on floor Clean glasses and cups

DECISIONS	CUES	ERRORS
Determine appropriate serving style for food item	Type of item Location on plate or table Guest preference Industry standards Etiquette rules	Poor service Improper food handling

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Infectious diseases Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, Movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Mental observation, mental alertness, concentration, mental clarity and organization	Liquid and dry measurement [Liquid measure (approximation)]	Poise Appropriate diction Enunciation Logic Personal appearance Technical jargon

(TASK STATEMENT) FILL WATER GLASSES WITH ICE AND WATER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Ice Ice bucket Water pitcher Towels Chart	Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assit when possible	Slips Liquid on floor Clean glasses and cups

DECISIONS	CUES	ERRORS
Determine appropriate serving style for food item	Type of item Location on plate or table Guest preference Industry standards Etiquette rules	Poor service Improper food handling

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Infectuous diseases Conscious awareness of physical expressions basic to peak physical performance Body rhythm, Breathing coordinated with body movement, Body balance and posture, Movement from tension to relaxation and vice versa Conscious awareness of qualities basic to optimal mental performance Mental observation, mental alertness, concentration, mental clarity and organization	Liquid and dry measurement [Liquid measure (approximation)]	Poise Appropriate diction Enunciation Personal appearance Technical jargon

(TASK STATEMENT) REFILL SALAD DRESSING–WATER GLASSES, BEVERAGES AND REPLACE ROLLS AND BUTTER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trays Pitchers Lazy susans Ladles Ice Ice bucket Bread baskets Tongs Bowls Butter fork	Approach guest, Seek guest preferred item, Serve item in appropriate style, Inquire if guest is satisfied with portion, Re-serve and/or refill as required, Observe proper etiquette rules, Follow thru on guest request, Assist when possible	Slips Liquid on floor Clean equipment

DECISIONS	CUES	ERRORS
Determine appropriate serving style for food items	Type of item Location on plate or table Guest preference Industry standards Etiquette rules	Poor service Improper food handling

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Infectuous diseases	Addition and subtraction of whole numbers [Addition] Multiplication and division with whole numbers [Multiplication] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Enunciation Logic Technical diction Personal appearance

(TASK STATEMENT) REMOVE TABLE SERVICE

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Trays Bus carts	Inquire if guest has completed meal Seek permission to clear table Remove plates Then remove beverage glasses Separate flatwear from serving pieces Load on trays or carts Remove from room	Slips Dropping food on floor

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Poor service Clumsy and awkward Poor timing

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Enunciation Personal appearance Technical jargon Logic

(TASK STATEMENT) SERVE DESSERT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Forks Spoons	Seek guest preference Serve item Equipment guest with proper flatwear	Slips Spillage of food Proper food preparation

DECISIONS	CUES	ERRORS
Determine implies application of procedure		Poor service Dissatisfied guest Awkward service

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Food poisoning	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Poise Appropriate diction Enunciation Logic Technical jargon Personal appearance

Duty H Clean-up after Catered Affair

1 Remove all dirty dishes and silver to cleaning area
2 Remove all serving dishes to cleaning area
3 Clear all tables of ash trays, salt, pepper and table cloths
4 Remove tables, chairs, equipment and utensils
5 Prepare leftover food for transportation
6 Pack vehicle for returning to home base
7 Dispose of waste
8 Clean room where affair was held

(TASK STATEMENT) REMOVE ALL DIRTY DISHES AND SILVER TO CLEANING AREA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trays Bus carts Bus pans	Remove and clear tables Separate dishes and flatwear Load carts or trays Remove from room	Lifting Overloading weight

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Awkward service

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant appropriate regard for customer's personal space (convenience and special interest) Grant conscious attention to smoothly flowing team work	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Logic Appropriate diction Enunciation

(TASK STATEMENT) REMOVE ALL SERVING DISHES TO CLEANING AREA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Cart	Remove and clear tables Separate dishes and flatwear Load carts or trays Remove from room	Spills on floor

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Awkward service

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Supervision Maintain customers illusion of privacy by avoiding excessive noise or movement Grant conscious attention to smoothly flowing team work		Technical jargon

(TASK STATEMENT) CLEAR ALL TABLES OF ASH TRAYS, SALT, PEPPEP AND TABLE CLOTHS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Linen cars Tray Storage boxes—cases	Remove salt and peppers, Stack, Remove ash trays, Stack, Pack in appropriate cartons, Clean table clothes, Remove Fold, Pack, Clean tables and chairs, Fold up, Pack, Condense food, Store in appropriate containers, Pack and store all dishes, flat-wear; Load vehicle, Secure load, Secure doors, Return	

DECISIONS	CUES	ERRORS
Determine application of procedure	Improper packing	Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work Maintain regard for differing views on maximum efficiency of the operations	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Technical jargon

(TASK STATEMENT) REMOVE TABLES, CHAIRS, EQUIPMENT AND UTENSILS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Table carts Chair carts Carts for equipment Cases Packing box	Remove salt and peppers, Stack; Remove ashtrays, Stack, Pack in appropriate cartons; Clean table clothes, Remove, Fold, Pack; Clean tables and chairs, Fold up, Pack; Condense food, Store in appropriate containers, Pack and store all dishes, flatwear; Load vehicle, Secure load, Secure doors, Return	Straining, lifting

DECISIONS	CUES	ERRORS
Determine application of procedure	Improper packing	Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing teamwork	Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Technical jargon

(TASK STATEMENT) PREPARE LEFTOVER FOOD FOR TRANSPORTATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Containers with lids Carts	Remove salt and peppers, Stack; Remove ash trays, Stack, Pack in appropriate cartons; Clean table clothes, Remove, Fold, Pack, Clean tables and chairs, Fold up, Pack; Condense food, Store in appropriate containers, Pack and store all dishes, flatwear; Load vehicle, Secure load, Secure doors, Return	Burning Spilling–slipping

DECISIONS	CUES	ERRORS
Determine application of procedure		Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work	Size containers--quart, gallon, pint, etc Liquid and dry measures	Technical jargon

(TASK STATEMENT) PACK VEHICLE FOR RETURNING TO HOME BASE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Carts Pads Coolers Containers Ramps Chart	Remove salt and peppers, Stack; Remove ash trays, Stack, Pack in appropriate cartons; Clean table clothes, Remove, Fold, Pack; Clean tables and chairs, Fold up, Pack, Condense food, Store in appropriate containers, Pack and store all dishes, flatwear; Load vehicle, Secure load, Secure doors, Return	

DECISIONS	CUES	ERRORS
Determine application of procedure		Improper packing, Improper loading, Securing of load, Spoilage and waste, Spillage, Uncleanliness, Forgetting some items

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work	Read and interpret charts, tables and/or graphs [Chart–loading chart]	Technical jargon

(TASK STATEMENT) DISPOSE OF WASTE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Plastic bags Trash cans	Separate trash Line trash cans Place trash in container Place containers in appointed location	

DECISIONS	CUES	ERRORS
Determine application of procedure		Improper disposal Partial completion Messy Poor relations with hall

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work		

(TASK STATEMENT) CLEAN ROOM WHERE AFFAIR WAS HELD

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Sweeper Broom Dust pan Ladder Bucket Map Towels	Remove decorations Sweep floor—pick up trash Mop and wash all areas Depending on contract, caterer may not be required to clean the room The room should be left ready for use the next day	Slipping on wet floor Falling off of ladders

DECISIONS	CUES	ERRORS
Determine application of procedure		Poor relations with hall Costly Uncleanliness

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS
Supervision Grant conscious attention to smoothly flowing team work		

Duty I Cleaning and Storing Equipment, Table Setting and Special Items after Buffet

1 Check for missing items and equipment
2 Clean and store all items
3 Clean kitchen commissary
4 Clean transporting vehicle

(TASK STATEMENT) CHECK FOR MISSING ITEMS AND EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard office supplies Chart Packing list	Refer to packing list Take inventory count of returned items Cross-check two lists Determine damages Clean all items Return to appropriate storage area	Lifting

DECISIONS	CUES	ERRORS
Determine application of procedure		Loss of equipment Waste Uncleanliness Costly

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quitude, mental clarity, organization	Read and interpret charts, tables, and/or graphs [Chart, packing list] Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting]	Technical jargon

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(TASK STATEMENT) CLEAN AND STORE ALL ITEMS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Bucket Soap Towels Mats–plastic–cloth Scouring pads Chart Check list Portable steam table–scouring pads (soft), Polish Trays Paper for packing Storage box or carts–racks Urn cleaner Urn brush Chart	Unpack items from vehicle Check for damage Inventory Refer to packing list Make note of loss and damages Clean Store in appointed location in appropriate manner	Lifting Dropping tables or chairs Electric Cleanliness

DECISIONS	CUES	ERRORS
Determine application of procedure		Costly Undue loss Poor storage Poorly maintained equipment for future use

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Clean tables Transmittance of infectuous diseases Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Supervision Grant conscious attention to smoothly flowing team work	Read and interpret charts, tables, and/or graphs [Chart] Liquid and dry measures [Liquid measure (polish), cleaner] Ratio and proportion Locate by approximation rational numbers and integers on the number line (sequential ordering) [Counting] Measures of length [Container size]	Technical jargon

(TASK STATEMENT) CLEAN KITCHEN COMMISSARY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Standard cleaning supplies and equipment Chart	Move all moveable equipment Clean equipment Sweep floors Wash walls Clean sinks and tables Mop floors Return equipment to proper place	

DECISIONS	CUES	ERRORS
Determine implied application of procedure		Uncleanliness Safety Aesthetics

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Transmission of infectuous diseases	Liquid and dry measures [Liquid measure (cleaners)] Ratio and proportion	

(TASK STATEMENT) CLEAN TRANSPORTING VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Hose Brush with handle and without handle Chart	Remove everything that can be removed Clean inside Use hose Replace that which belongs in truck	

DECISIONS	CUES	ERRORS
Determine method and product for cleaning	Amount of dirt Vehicle construction Availability of ventilation Danger to future foodstuffs Safety Health	Improper cleaning Safety/hazard Future food contamination

SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS
Disinfectant Transmission of infectuous diseases	Read and interpret charts, tables and/or graphs [Truck chart (loading)] Liquid and dry measure [Liquid measure (disinfectant)] Ratio and proportion	Technical jargon

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